



Complaint Data Report – 3rd Quarter

April 1, 2018 – June 30, 2018

Pursuant to Section 400.0089, Florida Statutes, information pertaining to the number and types of complaints received by the State Long-Term Care Ombudsman Program shall be published quarterly. The following data pertains to complaints closed and conditions in long-term care facilities during the period of April 1, 2018 – June 30, 2018.

Complaint Data Terms:

- Verified:** It is determined after work that circumstances described in the complaint are generally accurate.
- Not Verified:** It is determined after investigation that circumstances described in the complaint are not generally accurate.
- Resolved:** The complaint was addressed to the satisfaction of the resident.

NURSING HOME COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Personal hygiene (includes oral hygiene)	44	17	27	27
Medications - administration, organization	42	14	28	17
Dignity, respect - staff attitudes	39	19	20	22
Failure to respond to requests for assistance	35	11	24	14
Discharge/eviction	27	16	11	17

ALF and AFCH COMPLAINTS

	# Complaints	# Verified	# Not Verified	# Resolved / Partially Resolved
Medications - administration, organization	46	14	32	19
Discharge/eviction	33	19	14	18
Equipment/Buildings	32	21	11	17
Menu	32	12	20	9
Cleanliness, pests, general housekeeping	31	18	13	19

*All data reflects both initiation and closure dates that may overlap quarterly reporting

Statewide Statistics	
Number of Beds	188,159
Number of Certified Ombudsmen	286
Number of Volunteers in Training	46
Facility Assessments	533
Facility Visitations	1,336
Complaint Investigations	2,024